

WHAT IS CLAIMED IS:

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1. A product information brokerage system for mediating between a plurality of users and a plurality of manufacturers via an electronic network, the system comprising:

10 a user information storage unit for storing user attribute information and user-owned product information;

a product information storage unit for storing product information;

15 a product information providing unit for providing users with information related to the products owned by users based on the product information; and

20 a user information providing unit for providing user information to manufacturers of the products owned by users based on the user attribute information and user-owned product information.

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2. The product information brokerage system as claimed in claim 1, further comprising a user information registration unit that requests 30 user attribute information only when necessary.

35 3. The product information brokerage system as claimed in claim 1, further comprising a repair information brokerage unit that provides a

manufacturer with a user request for repair of a user-owned product based on the product information storage unit.

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4. The product information brokerage system as claimed in claim 1, further comprising an  
10 advertisement brokerage unit that provides advertisements to users based on the user information storage unit in response to requests from manufacturers to supply such advertisements.

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5. The product information brokerage system as claimed in claim 1, further comprising:  
20 a parts information storage unit for storing parts information linked to the product information; and  
a parts information selection unit for selecting parts information related to the user-  
25 owned products from the parts information stored in the parts information storage unit.

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6. The product information brokerage system as claimed in claim 1, further comprising a product information selection unit for selecting information about products of a same category as the  
35 products owned by the users from the product information stored in the product information storage unit.

5           7. The product information brokerage  
system as claimed in claim 1, further comprising:  
              an after-sale service information storage  
unit for storing after-sale service information; and  
              an after-sale service information selection  
10          unit for selecting after-sale service information of  
a plurality of manufacturers related to products of  
a same category from the after-sale service  
information storage unit.

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8. A product information brokerage method  
for mediating between a plurality of users and a  
20        plurality of manufacturers via an electronic network,  
the method comprising the steps of:  
              processing information related to user-  
owned products; and  
              providing user requests for repair of user-  
25        owned products to manufacturers based on pre-stored  
product information provided by the plurality of  
manufacturers.

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9. A product information brokerage method  
for mediating between a plurality of users and a  
plurality of manufacturers via an electronic network,  
35        the method comprising the step of outputting  
information about parts related to products owned by  
users based on pre-stored product information of a

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plurality of manufacturers and on parts information of a plurality of manufacturers linked to the product information.

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10. A product information brokerage method for mediating between a plurality of users and a plurality of manufacturers via an electronic network, the method comprising the steps of:
  - processing information related to user-owned products; and
  - outputting information about products of a same category as the products owned by users based on pre-stored product information provided by the plurality of manufacturers.

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11. A processor-readable medium storing a product information brokerage program for mediating between a plurality of users and a plurality of manufacturers via an electronic network, the program comprising:
  - a first program code means for causing a computer to store user attribute information and user-owned product information;
  - 30 a second program code means for storing product information; and
  - a third program code means for providing information about users of the manufacturers' products to the manufacturers.

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12. A product information brokerage method  
for mediating between a plurality of users and a  
plurality of manufacturers via an electronic network,  
5 the method comprising the steps of:  
causing a computer to store user attribute  
information and user-owned product information;  
storing product information;  
providing users with product information  
10 related to products owned by the users; and  
providing information about users of the  
manufacturers' products to the manufacturers.

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13. A computer-implemented method for  
mediating between a plurality of users and a  
plurality of manufacturers via an electronic network,  
20 the method comprising the steps of:  
processing information related to user-  
owned products; and  
providing user requests for repair of user-  
owned products to manufacturers based on pre-stored  
25 product information provided by the plurality of  
manufacturers.

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14. A computer-implemented method for  
mediating between a plurality of users and a  
plurality of manufacturers via an electronic network,  
the method comprising the step of outputting  
35 information about parts related to products owned by  
users based on pre-stored product information of a  
plurality of manufacturers and on parts information

of a plurality of manufacturers linked to the product information.

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15. A computer-implemented method for  
mediating between a plurality of users and a  
plurality of manufacturers via an electronic network,  
10 the method comprising the steps of:  
    processing information related to user-  
    owned products; and  
    outputting information about products of a  
    same category as the products owned by users based  
15 on pre-stored product information provided by the  
    plurality of manufacturers.

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16. A computer-implemented method for  
mediating between a plurality of users and a  
plurality of manufacturers via an electronic network,  
the method comprising the steps of:  
25      causing a computer to store user attribute  
    information and user-owned product information;  
    storing product information;  
    providing users with product information  
    related to products owned by the users; and  
30      providing information about users of the  
    manufacturers' products to the manufacturers.

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17. A computer specially configured by  
executing program code stored on a computer-usable

media for mediating between a plurality of users and a plurality of manufacturers via an electronic network, the program code including:

computer-readable program means for  
5 processing information related to user-owned products; and  
computer-readable program means for providing user requests for repair of user-owned products to manufacturers based on pre-stored  
10 product information of a plurality of manufacturers.

15 18. A computer specially configured by executing program code stored on a computer-usuable media for mediating between a plurality of users and a plurality of manufacturers via an electronic network, the program code including a computer-readable program for outputting information about parts related to products owned by users based on pre-stored product information of a plurality of manufacturers and on parts information of a plurality of manufacturers linked to the product information.  
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30 19. A computer specially configured by executing program code stored on a computer-usuable media for mediating between a plurality of users and a plurality of manufacturers via an electronic network, the program code including:  
35 computer-readable program code means for processing information related to user-owned products; and

computer-readable program code means for outputting information about products of a same category as the products owned by users based on pre-stored product information provided by the  
5 plurality of manufacturers.

10           20. A computer specially configured by executing program code stored on a computer-usuable media for mediating between a plurality of users and a plurality of manufacturers via an electronic network, the program code including:

15           computer-readable program code means for causing a computer to store user attribute information and user-owned product information;

              computer-readable program code means for storing product information;

20           computer-readable program code means for providing users with product information related to products owned by the users; and

              computer-readable program code means for providing information about users of the  
25          manufacturers' products to the manufacturers.